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QUESTION 1

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- A. Add the analyst to both the Author role and the Case Manager channel interface.
- B. Update the Author role to include the required analyst reports.
- C. Add the analyst to the Manager role.
- D. Create a new Analyst role with the required access.

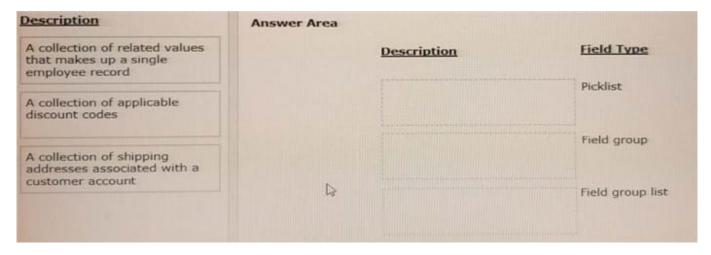
Correct Answer: A

QUESTION 2

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

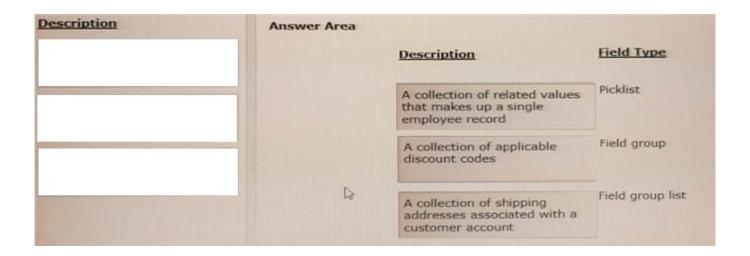
Select and Place:



Correct Answer:

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QUESTION 3

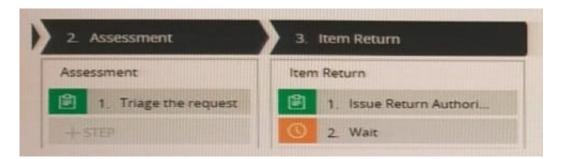
A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list. How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

QUESTION 4

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item Return process to change the stage when a return is not necessary.



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- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 5

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Configure the case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

Correct Answer: BD

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Questions